



Desktop Refresh Overview

IT Infrastructure Partnership Team

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Desktop Refresh Introduction

Project Description

Commonwealth of Virginia agency computers are being replaced, or “refreshed,” as part of a larger effort to transform the state’s information technology (IT) infrastructure. These efforts will provide all employees with a universal, reliable IT platform that will be periodically refreshed and maintained. The overall transformation will make the IT infrastructure more reliable, secure, efficient and capable of supporting new technologies that will allow your agency to enhance its services to the citizens of the Commonwealth.

In addition to updating personal computers, the overall transformation will address help desk services, e-mail and messaging, voice and data networks, information security, disaster recovery, mainframes, servers and data center facilities. The effort will occur in phases and is scheduled to be complete in 2009.

Ultimately, this effort will affect nearly 80 government agencies and 68,000 employees and represent a \$270 million dollar investment in the Commonwealth of Virginia. The end result will be a reliable, high performance, state-wide IT infrastructure supporting improved delivery of government services.

Desktop Refresh Process

Transformation Project Objective

To provide updated desktop computing capabilities to create a more reliable, secure, and efficient IT infrastructure

PRE-MIGRATION

Agency

- Log off your computer but do not shut it down completely
- Have your work area accessible
- Remove personal items from on and around your computer
- Centralize your files
- Have your computer available at your agency site

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- Install Altiris on all agency computers
- Collect information on the age and configuration of your computer using a software tool called Altiris
- Determine which computers will be replaced
- Notify users via email if their computers will be replaced

DURING MIGRATION

Agency

- Authorize signature on the customer acceptance form
- Report any immediately identified issues to the installation technician and record them on the Acceptance form

IT Partnership Team

- Shut down and remove old computers
- Power up new computers and connect them to the local network
- Transfer backup copy of files from old computer to new computer
- Conduct brief orientation with each user
- Address any immediately identified issues

POST MIGRATION

Agency

- Contact local IT support for issues relating to new equipment
- Complete CBT on Windows XP and MS Office 2003

IT Partnership Team

- Store old computers in a secure location for two weeks in case
- Permanently remove all data and sensitive information and prepare machines for disposal

Desktop Refresh Benefits

What is in it for you?

- Common, up-to date, industry-standard hardware and software, which will result in improved capabilities to share files internally and externally
- Increased speed and reliability, faster problem resolution and enhanced security
- A standardized computing environment, which will result in increased efficiencies and reduced costs

Desktop Refresh Detailed Activities

Task	Description
Install Altiris on all computers	To collect information on the age and configuration of each computer, a software tool called Altiris will be installed on each machine. Altiris is an asset data collection system. It will be installed manually by an onsite technician or automatically via remote delivery.
Collect computer information to determine which computers will be replaced	Altiris will collect and report technical information about the hardware and software currently in use on each computer.
Determine which computers will be replaced	The Partnership Team will identify computers that fit the criteria for replacement and make recommendations to each Agency's management.
Notify users	Users will be notified via email if their computers will be replaced
Remove old computers	Technicians will remove old computers from each agency site
Install new computers	The technician will install and power up new computers and connect them to the agency's local network. Once the computer is connected, the technician will access a backup copy of the files and data from the old computers and move them to the new computers. The technician will verify that a current backup exists before arriving at each work area to perform the replacement.

Desktop Refresh Detailed Activities

Task	Description
Conduct new computer orientation	The technician will then conduct a brief orientation each user to verify that he can log on successfully, access his files and data, and access the software applications he uses to do his job. If the user is licensed to use an application that is not already installed on the new computer, the technician will install it at this time.
Address any installation issues	The technician assigned to replace the computer will fix any issues directly related to the new machine. Any issues that can not be immediately addressed will be recorded on the Acceptance form and tracked to resolution.
Store old computers for two weeks	The partnership team will store old computers in a secure location for two weeks in case there is a need to recover any data.
Remove data and sensitive information from old computers	The partnership team will follow standards set by the Department of General Services (DGS) to permanently remove all data and sensitive information and prepare the machine for disposal.